

CHAPTER IV

CONCLUSION

As one of the important places in Surabaya, Tourism Information Centre is the place which has a great role for promoting Surabaya tourism by providing complete information about Surabaya. Tourism Information Centre is also the place which gives the best service to the visitors and gives the best advice to the visitors for visiting Surabaya by giving brochures, map, magazines and leaflet. The visitors can get the information that still related with Surabaya in this place.

During the internship, the writer learns about Surabaya tourism objects, heritage building and its histories and also accommodation. The writer does not only learn about Surabaya tourism objects but also Indonesia. As an Information Officer staff, the writer has to master all of the material because some visitors do not only ask about Surabaya tourism objects but also, tourism objects which Indonesia has.

Doing the internship in Tourism Information Centre, the writer has to have good ability in speaking English because the visitors who come in TIC are not only domestic tourists but also, foreign tourists. During the internship, the writer has responsibilities for handling visitors and delivering information to the visitors. Giving accurate and complete information to the visitors are also one of the important duties of Information Center Staff.

The writer got many experiences when doing internship in Tourism Information Centre. The writer met new people from many different countries with different stories. Having conversation and sharing about culture with the visitors were also the writer got.

during the internship so that the writer could get new knowledge about their countries and cultures.

When the writer did the internship in Tourism Information Centre, the writer got great experience. She met with the visitors from Malaysia. One of them was Khuan Yit Sen. She was very friendly. Khuan Yit Sen came to Surabaya because she wanted to spend her holiday to visit tourism objects in Surabaya. She and her sister wanted to know *Suramadu* Bridge and wanted to visit all tourism objects in Surabaya. That was why; she needed to rent car and asked the writer to look for car. We also shared about our country and culture. The writer served the visitor from at 12 pm until 2 pm. It was happened because the writer and the visitors enjoyed telling their country and others. Later on, Khuan Yit Sen and her sister came again to TIC and they were very grateful to the writer helps and the visitors brought *Zangrandi* ice cream for the writer and gave the writer Malaysian money. It was one of the experiences that the writer had during the internship.

In addition, doing internship in TIC was really beneficial and enjoyable. The writer got a lot of new knowledge of tourism objects in Surabaya that the writer never known it before. The writer also got the advantages when she did the internship in Tourism Information Centre such as got many friends, learned how to serve the visitors and how to adapt in new situation while facing new people in other countries. It was a very great experience for doing internship in TIC and the writer got chance to promote her city to other people from different countries. That was why Tourism Information Centre was a beneficial and suitable place for doing internship especially for English. Diploma students because in this place the writer could practice her skills in English and it was related with English subject that the writer program.